

23 October 2019

Phil Pennington
Reporter
Radio New Zealand
phil.pennington@rnz.co.nz

REF: OIA-5817

Dear Phil

Request made under the Official Information Act 1982

Thank you for your email of 18 September 2019 asking for the following information under the Official Information Act 1982 (the Act):

- *A full accounting of the costs to NZTA associated with the launch and launch events of Choice in Queenstown in late 2017*
- *Pls break this total down by:*
 - *Travel costs for staff to attend anything to do with launch*
 - *Accommodation costs for staff to attend anything to do with launch*
 - *All other expenses approved and paid for staff to attend anything to do with launch*
- *Pls detail where staff stayed while in Qtown*
- *Pls detail numbers of staff who travelled to the launch, and their titles.*
- *Pls provide the same info as above, for the launch of Ridemate in Auckland.*

To the best of our knowledge, around 15 NZ Transport Agency staff attended the Mobility as a Service Queenstown Pilot launch on 24 August 2017. Their titles are outlined below.

1. MaaS Product Manager, Connected Journey Solutions
2. Customer Service Design Lead
3. Director Regional Relationships South Island
4. Director Connected Journey Solutions
5. User Experience and Insights Lead, Connected Journey Solutions
6. Relationship Lead, Connected Journey Solutions
7. Integration Manager
8. Chief Advisor, Transport Sector View
9. Communications Manager
10. Media Manager
11. Incubation Manager, Connected Journey Solutions
12. Programme Architect
13. Product Manager
14. Governance Group Member
15. Executive Assistant Coordination, Connected Journey Solutions.

However, this is based on recollections of staff who attended as there is no official list of people who actually attended the launch.

As the Deloitte report released in July 2019 highlighted, the former CJS group did not always follow the Transport Agency's standard corporate policy and processes, which resulted in poor record-keeping practices. We have been very open publicly about this. Following the Deloitte report, the Transport Agency has undertaken a number of actions to address the issues raised by the report, including improving record keeping.

To provide the full cost to the Transport Agency associated with the launch would require the Transport Agency to go through thousands of lines of invoice spreadsheets line by line and check numerous credit card records. Therefore, I refuse your request under section 18(f) of the Act as the information requested cannot be made available without substantial collation or research.

However, I am able to confirm that the event's location was the Hilton Hotel in Kwarau Village, Queenstown, and the Transport Agency spent approximately \$4,000 for the hire of this venue, including catering.

There was a "soft" launch of Ridemate in Auckland without an official event. I refuse your request for the same information regarding the launch of Ridemate in Auckland under section 18(e) of the Act as the document alleged to contain the information requested does not exist or cannot be found.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my response to this request. The contact details for the Ombudsman can be located at www.ombudsman.parliament.nz.

If you would like to discuss this reply with the Transport Agency, please contact Andrew Knackstedt, Senior Manager Media, by email to andrew.knackstedt@nzta.govt.nz or by phone on 04 894 6285.

Yours sincerely

A handwritten signature in black ink, appearing to read 'D Lyons', with a stylized flourish at the end.

Derek Lyons
Chief Information Officer